1PATH

IT Orchestration for a Large Multi-Location Real Estate Law Firm

⊘ The Problem

The legal firm initially managed its IT internally but recognized the need for more comprehensive IT expertise to support the organization effectively. Given the client-facing nature of their business, ensuring maximum uptime and availability became their top priority.

Their existing internal IT structure raised several concerns including:

- **Limited Skillset:** They lacked significant experience in specialized areas such as cloud, security, and business continuity which made it difficult to understand where they had gaps.

- **Outdated Processes:** At this juncture, Weissman still relied heavily on several traditional paper processes that slowed productivity and left more room for human error.

- **Talent Acquisition and Expansion:** Their existing team would need to be greatly augmented to add the specialized talent they needed to properly support their business. Identifying and hiring the specialized talent they needed would require a major investment of time and money, which they were unwilling to make.

⊘ Client Profile

Our client is a prominent legal firm that focuses on real estate litigation. Over nearly three decades, they have been the legal representatives present during significant events such as home purchases or the establishment of business premises.

The Solution

After considering the advantages and disadvantages, they determined that outsourcing their IT needs to a managed services provider (MSP) with the scale and skillsets they needed made more financial sense. The decision to leverage 1Path as their IT provider came down to a few key attributes:

- **Consultation & Guidance:** Our team's depth of skills and resources was more than capable of executing a major infrastructure transformation to help modernize Weissman's technology stack and IT strategy.

- **Modernized Cloud Infrastructure:** We proposed a plan to fully migrate their IT environment to the cloud and streamline workplace productivity after assessing the nature of their business, the complexity of their infrastructure, and the dispersed office locations.

- **Dedicated Support:** Traditionally, the Weissman team had IT staff on site to resolve problems immediately. The ability to provide dedicated day-to-day support and manage major projects made 1Path stand out.

- **Comprehensive Services:** Our ability to provide scalable management and support for their line of business applications and other specialized technologies such as cloud, backups, and disaster recovery set 1Path apart from other MSPs.

The Results

1Path quickly picked up where internal IT had left off with day-to-day support while also prioritizing initiatives to modernize their legal IT infrastructure and daily workflows to get them in a more supportable and efficient position. Some of the key outcomes include:

- **Cloud Implementation:** A full IT infrastructure cloud migration was meticulously and strategically timed to avoid any possible business disruption or productivity delays. The result was a more simplified and connected workplace with better control over security and compliance.

- **Digital Transformation:** We took several outdated paper processes and created digital solutions to replace these tedious and time-consuming tasks which ultimately led to improved employee and client satisfaction.

- **Seamless Transition:** Because we were able to utilize dedicated resources that provided the type of context and familiarity the Weissman staff was used to, the transition was seamless with minimal business disruption.

- **IT Maturity:** By partnering with 1Path, Weissman was now able to leverage the scale and depth of expertise to implement and refine different technologies to improve their continuity, work productivity, and overall IT maturity.